

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF CHILD SUPPORT ENFORCEMENT

**DIRECT DEPOSIT OF CHILD SUPPORT PAYMENTS
INFORMATION AND AUTHORIZATION AGREEMENT**

What is Direct Deposit?

Direct deposit, also known as electronic funds transfer, allows the Division of Child Support Enforcement (DCSE) to electronically deposit your child support payments directly into your bank account.

Why should I sign up for Direct Deposit?

- You get your money faster because mailing is eliminated.
- You do not need to make extra trips to the bank or wait in long lines.
- Your check cannot be lost or stolen.

How does Direct Deposit work?

When a payment is posted to your child support case, DCSE electronically tells your bank to credit your account. In most instances, your account will be credited within two business days after DCSE applies the payment to your case.

Who can sign up for Direct Deposit?

Every Child Support Custodial Parent who has a bank account in that Custodial Parent's name can sign up for Direct Deposit. Please keep DCSE informed of your current address.

How do I sign up for Direct Deposit?

Fill out this authorization agreement and mail or fax the agreement and the bank document (check, deposit slip, bank statement or verification form) to:

Division of Finance
Attention: EFT Disbursement Unit
P. O. Box 10250
Richmond, VA 23240-0250
Fax # 804-726-7955

When will my Direct Deposit start?

DCSE will notify you when your request is set up. As soon as you verify the set up, or after 15 days, your Direct Deposit will start.

How do I stop Direct Deposit?

You must notify DCSE in writing. Send or fax a letter to the address below. Please be sure to include your Child Support case number and your social security number.

What if I change or close my bank account?

You must complete a new authorization form each time you change your banking information. If you want to close your account, you should first stop Direct Deposit to avoid delays in receiving your payment.

How many Direct Deposit accounts can I open?

A Custodial Parent can only have one Direct Deposit account at a time. All payments will go into that one account until Direct Deposit is stopped.

How do I know when I've received a payment?

To learn if a payment has been credited to your account, you may contact your bank or your local child support enforcement office. You may also call DCSE's toll free voice response service 24 hours a day, 7 days a week. The number is 1-800-468-8894.

**For further information, please call
either your local DCSE office or
DCSE's Customer Service Unit at
1-800-468-8894
www.dcse.dss.state.va.us**

**AUTHORIZATION AGREEMENT FOR
DIRECT DEPOSIT OF CHILD SUPPORT PAYMENTS
Custodial Parent's Information**

Name _____

Social Security # _____

Home Address _____

Home Phone # _____

Work Phone # _____

Email Address _____

Bank Information

(Call your bank if you are unsure of this information.)

Name of Bank _____

Bank Address _____

Bank Account # _____

Mark Only One Type of Account:

Checking _____ Savings _____

Bank Routing # _____

I have attached one of the following:

- ☐ Voided check with my name and bank account number preprinted by the bank
- ☐ Deposit slip with my name and bank account number preprinted by the bank
- ☐ Copy of my bank statement with my name and bank account number preprinted by the bank.
- ☐ Account Verification Form prepared by my bank.

I hereby authorize the Division of Child Support Enforcement to make deposits to this bank account. DCSE may make deposits to this account until I cancel this authorization.

Signature _____

Date _____

If funds are mistakenly deposited into my account, I authorize the Division of Child Support Enforcement to recoup the amount from future payments, once I have been notified of the error. (Check one.)

YES _____

NO _____

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